GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:69
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Telecom Services
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that Bharat Sanchar Nigam Limited (BSNL) particularly in Madhya Pradesh and Mahanagar Telephone Nigam Limited (MTNL) are lagging behind in expansion of service area and quality in comparison with their private counterparts across the country and their services and telecom network in several telecom circles/districts has been continuously deteriorating;

(b) if so, the details thereof State-wise and PSU-wise along with the concrete measures being taken by the Government to streamline and strengthen the services of BSNL and MTNL;

(c) whether the services of BSNL in several districts have been paralysed and some sub-centres under telephone exchanges are on the verge of closing down;

(d) if so, the details thereof and the reason therefor, State-wise; and

(e) the details of action taken by the Government to improve the network connectivity, customer care service and expansion of their network coverage, particularly of BSNL, in rural and backward areas of various States, State-wise?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)

(a) & (b) Telecom Regulatory Authority of India (TRAI) monitors the quality of service (QoS) of all the telecom service providers including Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL). The report of TRAI is as follows:
BSNL:

As per the performance monitoring report of TRAI for the quarter ending December, 2015, for cellular mobile telephone services 2G, BSNL's performance is generally comparable with other service providers. As regards Basic services (Wireline), BSNL is meeting all the parameters in all the service areas. Therefore, the performance of BSNL is better as compared to other service providers.

MTNL:

Regarding the performance of MTNL, in respect of Cellular mobile Telephone service, it is meeting, in general, the benchmark prescribed by TRAI for the Quality of service parameters. However, in respect of Basic services (Wireline), MTNL is not meeting the benchmarks in respect of some of the parameters like Fault Repaired within 5 days (Delhi & Mumbai) and Termination/Closure of service (Mumbai).

So far as expansion of telecom network is concerned, BSNL and MTNL upgrade and augment their networks on techno-commercial consideration on a continuous basis including the circles. BSNL and MTNL have taken several steps to improve their network and quality of service. Some of the steps are as follows:

BSNL:

â€¢ BSNL has planned to install 10,510 3G Base Transceiver Stations (BTSs) & 14,232 2G BTSs under Phase-VII GSM expansion for 15 Million lines. It has also planned to install additional 9600 3G BTSs and 5300 old BTSs in North & South Zone. This will also include replacing of 5300 old BTSs of GSM Phase I , II & III. An approximate capacity of 5 million shall be added in the GSM network of North Zone & South Zone. BSNL has already commissioned over 16.42 million lines. Out of the planned BTSs, 9829 (3G) BTSs & 12,491 (2G) BTSs are radiating (Total 22,320). This will improve 2G & 3G network coverage & data capability of 3G network.
â€¢ BSNL has planned to implement ERP (Enterprise Resource Planning) as one of the important IT initiative in two phases i.e. Phase-I Proof of Concept (POC) and Phase-2 Rollout. The ERP has been implemented in all the 49 units including eight Proof of Concept (POC) Circles .
â€¢ During this Five Year Plan (2012-17), BSNL has planned to make the entire wire line customer base network IP enabled. Next Generation Network (NGN) equipment based on the latest architecture are planned to be deployed gradually to replace the entire Circuit Switched equipments/ Digital Telephone Exchanges.
â€¢ BSNL has set wireline call centres for the customers of landline and broadband at Dehradun, Ajmer and Bangalore and traffic from all circles has been migrated to these call centres. These call centres are accessible through toll free number 1500 (from BSNL number) and 18003451500 (from other operator numbers).

MTNL:

â€¢ MTNL has planned to upgrade the existing High Speed Downlink Packet Access (HSDPA) 3G network supporting Downlink speed of 3.6 Mbps & Uplink speed of 384 Kbps to HSPA+ (High Speed Packet Access +) with Downlink speed of 21.1 Mbps & Uplink speed of 5.76 Mbps per sector.
â€¢ MTNL is taking steps for up-gradation / augmentation / expansion of existing 2G/3G network.
â€¢ MTNL is planning to provide the backhaul media connectivity of existing mobile tower sites in Delhi & Mumbai on OFC network in place of Microwave network.
â€¢ MTNL is also exploring synergy with BSNL for its mobile services amongst other initiatives.

â€¢ MTNL has set up wireline call centers for the customers of landline, mobile & broadband at Delhi and Mumbai. These call centers are accessible through Toll Free numbers 1500/1503/1504 (from MTNL numbers). These call centres handle all types of inbound queries, directory enquiries, complaints, requests, outbound calling and response through SMS (Short Message service)/e-mail/fax/web portal.

(c) & (d) No Madam, BSNL has reported that its services under various telephone exchanges are meeting, in general, the quality of service parameters as prescribed by TRAI. BSNL takes decisions of running of its exchanges based on techno-economical considerations.

(e) BSNL has reported that it endeavours to improvise the communication system in the country in its licensed service areas. The expansion & up-gradation of the telecom network in BSNL is a continuous process in urban & rural areas including backward areas for providing better connectivity & coverage, depending upon techno- commercial viability.

Further, Department of Telecommunication (DoT) has taken up several projects to improve the telecom network in rural and remote areas through Universal Service Obligation Fund (USOF). Some of these projects are as follows:

â€¢ To provide better mobile services in Left Wing Extremism (LWE) affected areas, USOF has awarded to BSNL to install 2199 (BTSs).

â€¢ USOF is implementing a comprehensive telecom developing plan for the North East Region (NER) at the estimated cost of Rs.5336.18 crores. This NER scheme has following components:
(i) Provision of mobile services in uncovered villages.
(ii) Provision of seamless mobile coverage along the National Highways.
(iii) Augmentation of Transmission media.
â€¢ USOF is augmenting the telecom network in Andaman and Nicobar Islands and Lakshadweep Islands.
â€¢ National Optical Fibre Network (NOFN) is being implemented to connect 2.5 lakh Gram Panchayats with broadband.

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